
Community Services & Development

Weatherization Automation Process Definition: Weatherization

Version DRAFT .04

Weatherization Automation	Version: DRAFT .04
Process Definition: Weatherization	Issue Date: 7/28/2006

Revision History

Date	Version	Description	Author
06/23/06	DRAFT .01	Initial document creation	Debbie Knapp
07/19/2006	DRAFT .02	“Report Program Activity” finalized.	DKnapp, DFelden
07/21/2006	DRAFT .03	“Report Program Activity” updated to include 120 day validation for initial assessment date.	Debbie Knapp
07/28/2006	DRAFT .04	Include Appendix C—Measure Setup	Debbie Knapp

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1. Introduction

This document will...

1.1 Purpose

The purpose of this document is to document the weatherization business process and extract business rules.

1.2 Scope

This document includes...

1.3 References

This document references document(s).....

1.4 Overview

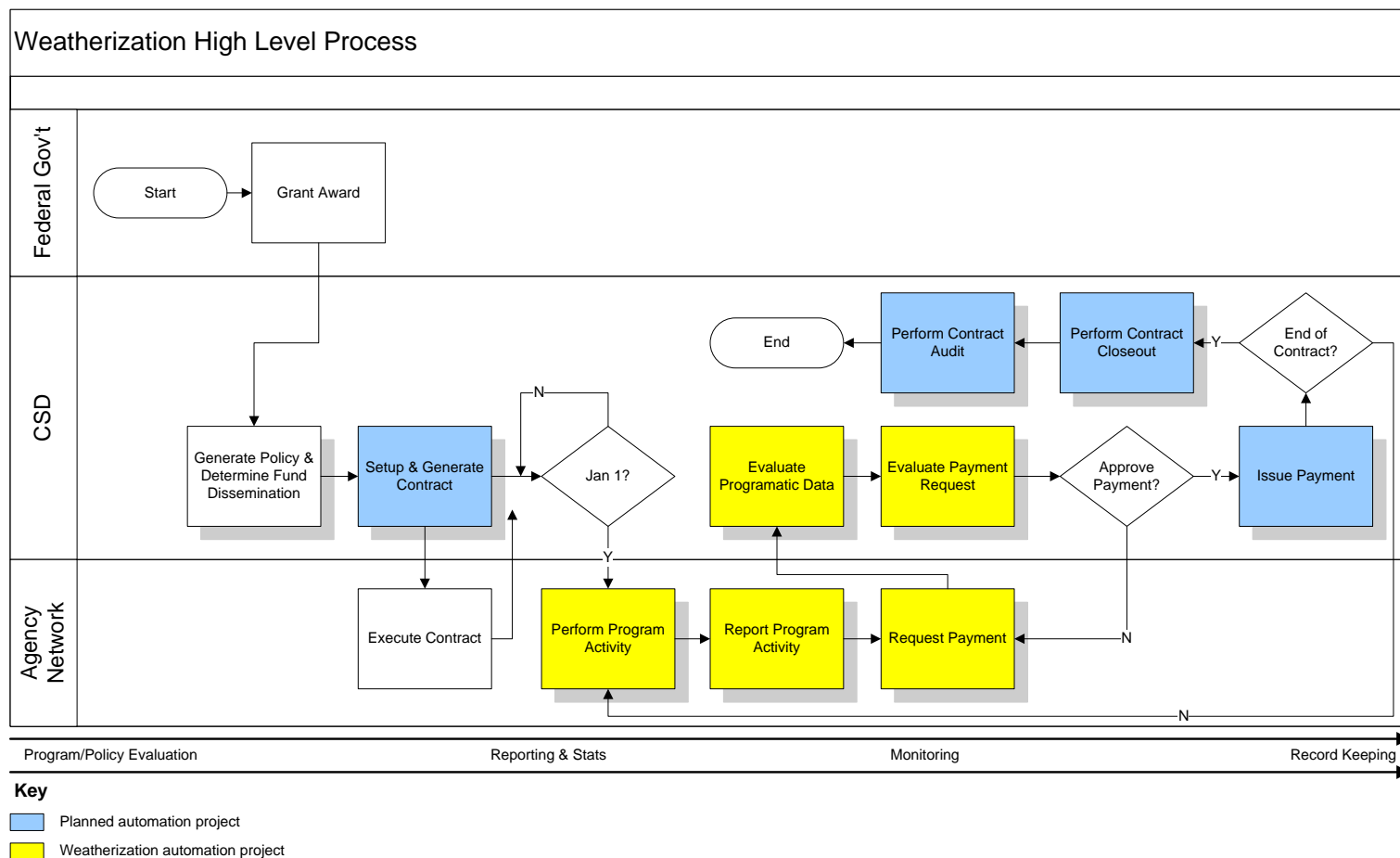
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2. Weatherization High Level Process

Overview This section describes the high level weatherization business process.

Task description <Provide a high-level description of the business process.>

Flowchart The flowchart below illustrates the steps for the “<process name>” business process.



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Figure 1. "<Process name>" flowchart

Task table The following table describes the activities, input, tasks, and output involved in the "<process name>" business process.

<i>Process group:</i> <Process group name>			
<i>Triggers:</i> <Describe what triggers this process.>			
Activity	Input	Task	Output
1 - <Activity name>	<Input>	<Describe the task.>	<Output>
2 - <Activity name>	<Input>	<Describe the task.>	<Output>

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3. Report Program Activity

Overview This section describes the “Report Program Activity” business process.

Task description Once the agency is ready to collect reimbursement for work done on a job, program activity must be reported. This process allows for the agency to enter program activity into the CSD Weatherization System. As the activity is entered into the system, the agency must provide information about the customer and the customer’s application to receive services. The user will also need to indicate which contract(s) will be used to provide services so that the system can check to ensure that the customer and dwelling are eligible to receive the services selected.

The user must be successfully logged into the weatherization system to participate in this process.

Flowchart The flowchart below illustrates the steps for the “Report Program Activity” business process.

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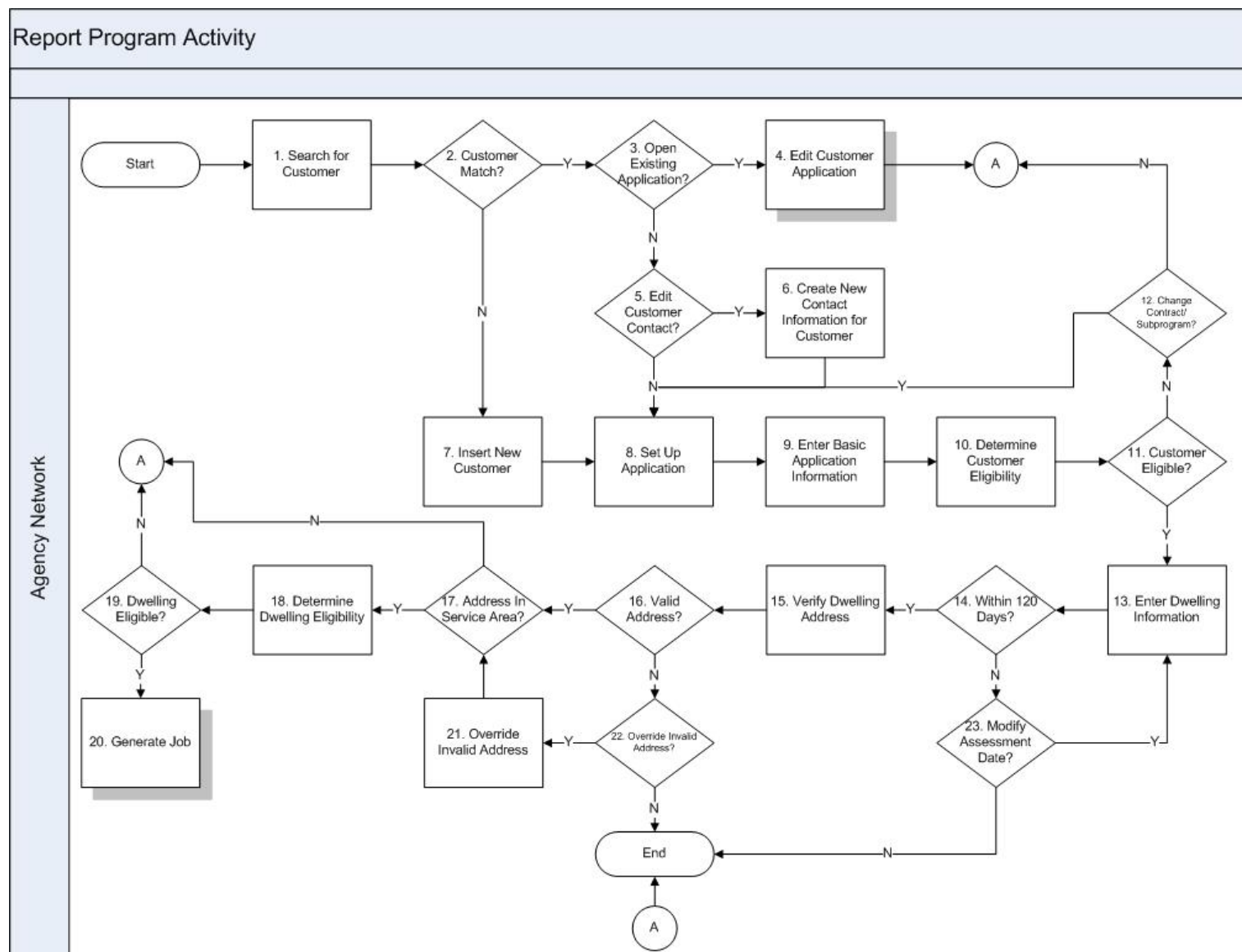


Figure 2. "Report Program Activity" flowchart

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Task table The following table describes the activities, input, tasks, and output involved in the “Report Program Activity” business process.

<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
1 – Perform Customer Search	First name Middle initial Last name Last 4 digits of social security number (last 4 SSN) Date of birth Customer contact address	The user enters the customer contact information that can be used to determine if the customer exists in the system. The user must enter the following information for the customer: <ul style="list-style-type: none"> ▪ First name ▪ Last name ▪ Last 4 SSN ▪ Date of birth 	Customer information
2 – Customer Match?	First name Last name Last 4 SSN Date of birth Contact address	Once the user has entered the customer contact information the system will search for matches. The system will search on all information provided in an attempt to determine if the customer already exists in the system. The system will also search the VCS database to determine if the customer exists in that database. The system will return any matched customers so that the user can determine if any of them are the customer that they are currently attempting to serve. If no matches are found, the system will indicate that no matches were found and provide the user with the ability to skip to the “7 – Insert New Customer” step of this process.	Search results
3 – Open Existing Application?	Search results	If the customer exists in the search results, the user may select to open an application that has been previously entered for that customer. If the user selects to open existing applications for the customer skip to the “4 – Edit Customer Application” step of this process. If the user selects not to open an existing application skip to the “5 – Edit Customer Contact?” step.	Decision to either edit customer application or customer contact information

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
4 – Edit Customer Application	Decision by user to edit customer application	The user may need to edit information within an existing application. If the user selects to edit application information skip to the “Edit Customer Application” process.	Selected application
5 – Edit Customer Contact?	Decision by user to edit customer contact information	If the user selects to edit the customer contact information, skip to the “6 – Create New Contact Information for Customer” step of this process. If the user selects not to edit existing contact information for the customer skip to the “8 – Set Up Application” step of this process.	Decision to create new contact information or set up application
6 – Create New Contact Information for Customer	Decision to set up new contact information Information entered in “1 – Perform Customer Search” step	If the contact information that exists in the system is not correct the user can select to enter new contact information. The contact information that can be entered is as follows: <ul style="list-style-type: none"> Contact Address The system will retain the original contact address and will not overwrite the original contact address with the new contact address. The system will determine that the contact address provided is a valid address and put the address in standard United States Postal Service format.	Updated contact information

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
7 – Insert New Customer	Decision to create new customer Information entered in “1 – Perform Customer Search” step	<p>If the user does not find a customer match based on the information the system has returned, they can choose to set up a new customer with the information they entered in the .1 – Perform Customer Search step of this process.</p> <p>The system will ensure that a new customer is not entered into the system when an existing customer has the same information as follows:</p> <ul style="list-style-type: none"> ▪ Last 4 digits of social security number ▪ Date of birth ▪ Last name <p>If there is no customers that exist based on the above information the user will add the new customer.</p> <p>The same combination of the last 4 digits of the social security number, date of birth and last name may not be entered for two different customers. The system will provide an error message indicating why a new customer may not be added and return the user to the list of matches provided in the “2 – Customer Match?” step of this process.</p>	

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
8 – Set Up Application	Customer contact information Completed customer intake application (paper document). See Appendix A for a sample	<p>The user must indicate what services they are planning to provide to the customer. The contract and subprogram must be provided in order for the system to determine customer eligibility. The user will be able to make a single selection that will allow the system to know the contract and subprogram. The user will be able to select multiple services (contract/subprogram combinations). The contract/subprograms available to the user will include only the contracts/subprograms for the:</p> <ul style="list-style-type: none"> ▪ Specific agency of the logged on user ▪ Where the current date is less than the contract term plus 90 calendar days <p>If the user selects to provide services under the weatherization subprogram from multiple contracts, the contracts selected must be from the same program year. The user may select to provide other services (e.g. the ECIP HCS subprogram) from a from a program year that is different from the weatherization services.</p>	Contract(s) Subprogram(s)
9 – Enter Basic Application Information	Completed customer intake application (paper document). See Appendix A for a sample application Contract(s) Subprogram(s)	<p>The user enters information from the completed customer intake application. In order for the application information to be maintained in the system the user must enter the following information:</p> <ul style="list-style-type: none"> ▪ Household size ▪ Monthly income ▪ Dwelling address (or place of service address) including county ▪ Monthly energy cost ▪ Customer eligibility date for each contract/subprogram selected (this is a user entry for Weatherization and ECIP subprograms, but may be system generated for other programs in the future) <p>The user may also enter demographics at this time. The demographics that the user may enter will be determined based on the contract(s) and subprogram(s) that the user selected.</p>	Basic application information maintained

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
10 – Determine Customer Eligibility	Customer contact information Contract(s) Subprogram(s) Basic application information	<p>The customer’s eligibility is determined based on the following two factors:</p> <ul style="list-style-type: none"> Income at or below 60% of the state median income based on household size and contract selected (please note that 60% of state median can vary by contract and subprogram) <p>The customer’s eligibility will be determined for each contract/subprogram that the user selected in the “8 – Set Up Application” step above. If the customer is determined to be ineligible for any (or all) of the contract/subprogram combinations the user will be notified and provided with the opportunity to change the contract(s)/subprogram(s).</p>	Customer eligibility determination
11 – Customer Eligible?	Customer eligibility determination	<p>If the customer is eligible for one or more contract/subprogram the user may proceed to step “13 –Enter Dwelling Information”.</p> <p>If the customer is not eligible, the system will inform the user that the customer is not eligible to receive services for whichever contract(s)/subprogram(s) the customer is not eligible under. If the customer is not eligible for one or more contract/subprograms selected the user may skip to step “12 – Change Contract(s) / Subprogram(s)”</p>	
12 –Change Contract(s) / Subprogram(s)	Customer ineligible for one or more contract(s) / subprogram(s)	<p>The user may select to remove or add contract(s) / subprogram(s) for the customer. If the user selects to change contract(s)/ subprogram(s) skip to step “8 – Set Up Application”</p> <p>If the customer is not eligible for any of the contract(s) / subprogram(s) that the user selected and the user does not select to change the contract(s) / subprogram(s) this process will end. The application information will be maintained and will be marked as ineligible for services.</p>	

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
13 -Enter Dwelling Information	Intake application Initial assessment date Tenant status POS address POS building type Dwelling number units Pre 1979 dwelling HUD funded Heating fuel Heating type Cooling type Water heater energy Cooking energy	The user will enter the dwelling's (or place of service) physical address and the other dwelling information. All inputs listed in the Input column are required. If all inputs are not provided this process will end. When all required inputs are entered this process will continue with the next step.	Dwelling information
14 - Within 120 Days?	Dwelling information Customer eligibility date	The user must enter an initial assessment date that is within 120 calendar days of the customer eligibility date. If the initial assessment date is not within the 120 days, the system will provide the user will an error message indicating that the initial assessment does not meet the program requirements. The system will not allow the user to continue with this process until the issue has been corrected. If the initial assessment date is within 120 calendar days of the customer eligibility date, continue with the 15 - Verify Dwelling Address step of this process. Otherwise skip to step 23 - Modify Assessment Date? of this process.	Pass or fail 120 day validation
15 - Verify Dwelling Address	Dwelling address Pass 120 day validation	Determine that the dwelling address provided is a valid address and put address in standard United States Postal Service format.	Address validity determined
16 - Valid Address?	Address validity determination	If the address is determined to be valid continue to the "17 - Address In Service Area?" step. If the address is not valid continue to the " Override Invalid Address" step.	Address in service area or override invalid address determination

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<i>Process group:</i> Weatherization High Level Process			
<i>Triggers:</i> Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.			
Activity	Input	Task	Output
17 – Address In Service Area?	Dwelling address	<p>The system will check to ensure that the dwelling address is in the service area of the agency of the logged on user for the contract(s) / subprogram(s) selected.</p> <p>If the address is in the service area continue with step “18 – Determine Dwelling Eligibility” of this process.</p> <p>If the address is not in the service area this process ends.</p>	Address in area determination
18 – Determine Dwelling Eligibility	Dwelling address Dwelling information	<p>The dwelling’s eligibility is determined based on the following factors:</p> <ul style="list-style-type: none"> ▪ Must be an address within the state of California 	Dwelling eligibility determination
19 – Dwelling Eligible?	Dwelling eligibility determination	<p>If the dwelling is eligible the user will be able to generate a job(s) for the applicable contract(s) / subprogram(s).</p> <p>If the dwelling is eligible skip to the “20 – Generate / Report Job” step.</p> <p>If the dwelling is not eligible this process ends.</p>	
20 – Generate / Report Job Activity	Eligible customer Eligible dwelling	If both the customer and dwelling are eligible, the user will be able to generate a job(s) for relevant contract(s) / subprogram(s). For more details on generating a job see the “Generate Job” process flow.	
21 – Override Invalid Address?	Invalid address	<p>If the system is unable to validate an address as entered by the user, the user will have the ability to contact CSD to see if the invalid address can be overridden.</p> <p>If the user chooses to contact CSD and have the address overridden skip to step “Override Invalid Address”.</p> <p>If the user chooses not to override the address this process ends.</p>	Decision to override invalid address
22 – Override Invalid Address	Invalid address Necessary backup documentation to determine address is valid	CSD will have to determine a process for when the address should be overridden. The system will only allow for a CSD user of a certain level to override the invalid address and allow services to be provided.	Invalid address overridden

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Process group: Weatherization High Level Process

Triggers: Agency has delivered program services and would like to report program activity in order to receive reimbursement from CSD.

Activity	Input	Task	Output
23 – Modify Assessment Date?	Fail 120 day test	If the initial assessment date is not within 120 days of the customer eligibility date, the user may modify the initial assessment date. If the user selects to modify the initial assessment date proceed with step 13 –Enter Dwelling Information. If the user selects not to edit the initial assessment date this process ends.	

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4. Process Name

- Overview** This section describes the “<process name>” business process.
- Task description** <Provide a high-level description of the business process.>
- Flowchart** The flowchart below illustrates the steps for the “<process name>” business process.

<Insert flowchart here.>

Figure 3. "<Process name>" flowchart

Task table The following table describes the activities, input, tasks, and output involved in the “<process name>” business process.

Process group: <Process group name>			
Triggers: <Describe what triggers this process.>			
Activity	Input	Task	Output
1 - <Activity name>	<Input>	<Describe the task.>	<Output>
2 - <Activity name>	<Input>	<Describe the task.>	<Output>

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5. Appendix A—Questions and Answers

Question	Answer	Date Answered	Who Answered
Is there a certain role (level of user) that is required for a user to have access to the “Report Program Activity” process?	No. All users will be able to participate in this process. Although the Override Invalid Address activity will require a specific user role (it must be a CSD user).	07/12/2006	Internal analysis team
If middle initial is provided for the customer search will it be included in the search criteria?	Yes.	07/12/2006	Internal analysis team
Will the system allow agency users change contact information other than address? Are there any agency roles that can edit things like social security number and date of birth?	Editing of the last four digits of the SSN and date of birth will be restricted to certain CSD users.	07/12/2006	Internal analysis team
Is it valid to populate the contract/subprogram list based on the contract term plus a grace period (e.g. XX days past the end term of the contract).	Yes. The grace period is 90 days past the end term of the contract.	07/12/2006	Internal analysis team
Is ECIP HCS available under both the DOE and LIHEAP contract?	ECIP is not available under the DOE contract.	07/12/2006	Internal analysis team
Need a complete list of what can be entered during the “Report Program Activity” process at the Enter Basic Application Information step (e.g. are we capturing any utility company info, intake date, weatherization assessment info – as it appears on the intake form, etc.?).	The information that can be captured is now listed in the process. We do not need to capture any utility information or weatherization assessment information at this time.	07/12/2006	Internal analysis team
Is energy burden being used to determine customer eligibility for weatherization?	No	07/12/2006	Internal analysis team
Will there be any customer eligibility requirements based on how recently/how often a customer has been served?	No	07/12/2006	Internal analysis team
I need a list of all dwelling information that must/can be entered in addition to the physical address.	This is now listed in the 13 –Enter Dwelling Information step in the “Report Program Activity” process.	07/12/2006	Internal analysis team

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Is dwelling eligibility determined based on anything other than the address being a valid California state address (e.g. does it have to be built prior to a certain date, what if it was weatherized recently, etc.)?	No	07/12/2006	Internal analysis team
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6. Appendix B—Customer Intake Application

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7. Appendix C—Measure Setup

Before a contract and subprogram can be used in the Weatherization system it must be 'setup'. Part of the contract and subprogram setup will need to include the definition of measures. A single measure can be 'shared' by multiple subprograms, however, measure attributes can be defined for each of the subprograms that 'use' that measure. The diagram below depicts this set of relationships.



Figure 4. Measure, Sub Program, Measure Attributes

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The table below defines each of the measure attributes and their purpose.

Measure Attributes	Definition	Possible Values
Required	Indicates if the measure must be installed to complete the job. If the measure must be installed the user must either enter values for the measure or provide a non-feasibility code for why the measure could not be installed.	Yes No
Priority	This is a number rank for the measure. The lower the value the higher the rank. The rank indicates which measures CSD would like to have installed do to energy savings or some other outcome. Is this still something we are thinking we want to do either now or in the future?	Number value
Non-feasibility codes	Provides a list of non-feasibility codes that can be used to indicate why a required measure cannot be installed.	Non-feasibility reasons will vary depending on the measure
Quantity limit	The number of the measure that can be installed for a single job.	Number value
Expenditure limit	The dollar limit that can be spent on the measure for a single job.	Dollar value
Climate zone(s)	The climate zone(s) where the measure can be installed.	Climate zone(s) as defined for the subprogram
Allow split between subprograms	Indicates that the measure can be installed under more than one subprogram. If a quantity limit is one the measure cannot be split between subprograms.	Yes No
Allow after job complete	Indicates if the measure can be installed after the job is complete (e.g. the job has a completed date). This would apply to a measure such as Contractor Post-weatherization Inspections.	Yes No
Unit of measure	Indicates the measurement to be used for the measure. For example, linear feet, square feet, gasket, etc.	Need to determine this list.
Re-weatherization OK	Indicates if the measure is available for a re-weatherization job.	Yes No
Replacement cycle	Indicates the life of the measure (e.g. number of days, months, or years that the measure is expected to last). If the life of the measure has not expired, then the measure cannot be installed again at the dwelling.	Number of days, months, or years
Adjustment OK	Indicates that the measure can be installed on an adjustment. Need to clarify what this will be used for since, on adjustments no new measures can be installed).	Yes No

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Measure Attributes	Definition	Possible Values
Calculation code	Indicates what measure fields can be entered for the measure as well as the formula that must be used to determine the total expenditure for the measure.	To be determined
Mandatory on re-weatherization	Indicates that a measure must be installed on a re-weatherization job. Do we still need this or are we going to go with the minimum of 3 mandatory measures?	Yes No
Re-weatherization priority	This is a number rank for the measure on a re-weatherization job. The lower the value the higher the rank. The rank indicates which measures CSD would like to have installed do to energy savings or some other outcome. Is this still something we are thinking we want to do either now or in the future?	Number value
Health and safety indicator	Indicates if a measure can be installed for heath and safety reasons. Do we still need this? I had taken it off the list and then I thought we added it back....	Yes No
Mandatory / priority	Indicates if the measure is a mandatory or priority measure. Is this needed with since we have the required value? If we are going to just mandatory and optional measure we might not need this.	Mandatory Priority